

CONTRACT NO.
13-01-14-01
Call Center Services

Responses to this RFP must be received by

3:00 p.m.
January 30, 2013

Delaware State University
Room 321
Administration Building
1200 North DuPont Highway
Dover, DE 19901-2277

Point of Contact
Jessica Wilson
(302) 857-6272
(302) 857- 6278

TO: ALL RFP Responders

The enclosed packet contains a "Request for Proposals (RFP)" for **Call Center Services**. The RFP consists of the following documents:

REQUEST FOR PROPOSALS – CONTRACT NO. 13-01-14-01

1. Definitions and General Provisions
2. Special Provisions, RFP, and Scope of Work
3. RFP Response
 - a. Non-Collusion Statement and Acceptance
 - b. RFP Response Section

Your response to the RFP Section must be executed completely and correctly and returned in a clearly marked envelope by 3:00 p.m., January 30, 2013, to be considered. Please submit copies of your response as:

- Soft copy: One set on a CD
- Hard Copy: One original and three copies

Submittals and requests for information relative to this Request for Proposal should be addressed to:

**Jessica Wilson
Delaware State University
Administration Building, Room 321
1200 North DuPont Highway
Dover, DE 19901-2277
Phone: (302) 857-6272, Fax: (302) 857-6278
Email: jwilson@desu.edu**

Minority Business Enterprise (MBE) and Women Owned Business Enterprise (WBE) will be afforded full opportunity to submit responses and will not be subject to discrimination on the basis of race, color, national origin, or sex in consideration of this award.

Delaware State University reserves the right to extend the time and place to receive RFP responses from that described in the advertisement, of not less than two (2) calendar days' notice by certified delivery, facsimile transmission, or by verifiable electronic means to those responders who obtained copies of the plans and specification or contract descriptions. Delaware State University reserves the right to reject any and all items, bids and waive all informalities.

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Attachment **A**– Commitment and Non-Collusion Statement

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I. GOAL AND OBJECTIVE

Delaware State University (University) solicits proposals for its Financial Aid, Student Accounts and other Administrative Offices Call Center (CC) service. The goal of the University is to increase the channels of communication while reducing the cost per student inquiry. THE OBJECTIVE IS TO IMPROVE STUDENT/PARENT SATISFACTION THROUGH INCREASED RESPONSIVENESS TO STUDENTS AND PARENTS AND INCREASED ACCOUNTABILITY THROUGH MANAGEMENT REPORTING AND TRACKING OF CALL CENTER ACTIVITY.

II. BACKGROUND

Delaware State University is a public, comprehensive 1890 land-grant university established by the Delaware General Assembly on May 15, 1891. The University has since developed into a 460-acre complex (originally from 100 Acres) and has undergone two name changes. The name was changed from the State College for Colored Students to Delaware State College in 1947 and to Delaware State University in 1993. In addition to its main campus in the State capital of Dover, it has additional locations in Wilmington and Georgetown, Delaware, and Hanoi, Vietnam. Currently, the University consists of five Colleges and one school:

1. Agriculture and Related Sciences
2. Arts, Humanities, and Social Sciences
3. Business
4. Education, Health, and Public Policy
5. Mathematics, Natural Sciences, and Technology and
6. School of Graduate Studies and Research

Fifty-two baccalaureate, 26 masters, and five doctoral degrees are offered through 21 academic departments. There is also an Honors Program with an Honors Curriculum. Instruction is delivered in classes with an average 14:1 student-to-faculty ratio. Global connections include more than 20 formal international partnerships that facilitate student exchanges and research. For the third consecutive year, Delaware State University has broken its enrollment record with a fall semester 2012 total enrollment of 4,425 students – which marks the first time the institution has gone over the 4,400 threshold. The record 4,425 enrollment surpasses the previous record of 4,178 set in in the fall of 2011. The 2012 enrollment figures include a record 3,955 undergraduates and a record 470 graduate students (master and doctoral students).

Delaware State University received its first in accreditation in 1945 from Middle States. The Middle States Commission on Higher Education (MSCHE) has reaffirmed the accreditation of Delaware State University for demonstrating that it continues to consistently meet the standards of excellence expected of universities. The reaffirmation through which DSU's accreditation will be ensured through 2022 (the next scheduled evaluation year) comes after a team of evaluators representing MSCHE reviewed the University's Self-Study Report and visited the DSU campus in April 2012.

Delaware State University has moved up to 13th among 80 Historically Black Colleges and Universities in the country in the annual ranking by *U.S. News & World Report*. When *U.S. News & World Report* first published its HBCU ranking in 2008, DSU ranked #22, and then rose to #17 and #15 respectively in 2009 and 2010, before rising to 13th last year.

Currently, CC services are outsourced. The University is requesting proposals to award a contract to the winning bidder to provide such services initially in the Financial Aid and Student Accounts offices in accordance with the terms, conditions and requirements of this Request for Proposal. However, the University at its discretion may extend these services to other administrative offices.

III. **SCHEDULE OF IMPORTANT DATES**

| | Task(s) | Date |
|----|--|---|
| 1. | Issue RFP | December 20, 2012 |
| 2. | Pre-Proposal Conference | January 9, 2012 (3:00 pm EST) Room 300 Administration Building |
| 3. | Deadline for advance RFP Questions | January 16, 2012 (12 noon EST) |
| 4. | Deadline for answering advance RFP questions | January 23, 2012 (12 noon EST) via online |
| 5. | Proposals Due | January 30, 2013 (3:00 pm EST) |
| 6. | Interview with selected Respondents | To be disclosed |
| 7. | Award contract | February 2013 |

IV. **SCOPE OF SERVICES**

The vendor should provide services to DSU clients through its call center during business hours of University working days. Such service should at least be provided from 9:00am through 4:00pm (Eastern Time) during the days when University is open. However, these timings could be changed during peak seasons. Minimum requested services are listed below:

- a. The vendor will receive calls from University telephone lines separately designated for Financial Aid and Student Accounts offices. However, University could expand to other administrative offices upon further discussion and agreement by both parties. In addition, vendor may be asked to provide email and/ or chat support.
- b. The vendor shall identify itself to Students and other entities as the University.
- c. The successful vendor's representatives will be required and trained to respond to the following types of inquiries:

- General and detailed financial aid and student accounts questions including but not limited to federal, state, and institutional information.
 - Requests for information and materials.
 - Financial aid and student accounts status questions on a student specific level from University's student information and financial aid systems utilizing internal and external data exchange systems.
 - Loan status questions, including anticipated disbursement dates and date funds credited to student's account
 - Payment and billing information.
 - Refund questions and process
 - Registration holds.
- d. Vendor shall update the University Student Information System (SIS) records documenting each contact with Students; statistics reflecting activity and performance; and, such other matters as may relate, in its reasonable discretion, to the performance of its duties. Preference will be given to vendors having demonstrated experience with Banner application system.
- e. The vendor will refer the caller to University's appropriate department for questions regarding other University business, such as, a student's admission status, etc. In cases where the vendor's representative is unable to provide the information requested by the Caller, the caller will be referred to University's Financial Aid office or Student Accounts office, as applicable.
- f. University should be provided reports regarding performance on an agreed upon timeframe. Vendor shall record inbound calls with customers (students and parents). Call recordings shall be accessible by the University at any time during normal business hours for at least 45 days.

In addition to the above services, vendor is encouraged to specify any other media services that can satisfy University client needs in a timely fashion.

Above listed services should meet following objectives of the University:

1. Increase the number of channels of inquiry to students/parents.
2. Provide an average of 90% or better "inquiries answered live".
3. Reduce wait times during peak periods to having more than 90% of calls answered within an average of One minute.
4. Provide monthly feedback reports to University that will allow monitoring and evaluation of performance, as well as classification of calls.
5. Vendor's management reports should identify current policies and procedures of the University that may require revision.
6. Provide students/parents with professional and knowledgeable staff to answer inquiries, while insuring the interests of the University are served and its students/parents are satisfied with the interaction.

7. Provide resolution of student/parent inquiries that require a quick response from a specific individual within the specified offices of the University.
8. Support all University policies and procedures related to Financial Aid, Student Accounts and other assigned offices.
9. Login to DSU's Banner SIS or any other related systems for support to provide answers to student inquiries.
10. Provide complete student confidentiality. All staff of assigned by vendor to the University should be fully trained in handling information with the utmost sensitivity and confidentiality, and should be required to sign a Confidentiality Agreement.

In order for vendor to successfully fulfill its duties, University will:

1. Designate a person from the office of financial aid and student accounts to receive daily communication and provide vendor with information necessary or helpful to respond to callers' enquiries.
2. Assist vendor with initial training information and with the development of scripting prior to the start date of the services. However, vendor will be responsible to train its staff.
3. Provide vendor with copies of all pertinent financial aid and student accounts consumer material and related correspondence to assist with training and answering questions from callers. All training material will be reviewed and updated on a periodic basis but at least once a year.
4. Provide vendor with the proper names, functional responsibilities and contact information of University departments to whom to refer inquiries about admissions, housing, student accounts, registration, financial aid and miscellaneous inquiries.
5. Provide access to specified staff of the vendor to the University systems where student data is housed.
6. Keep updating such data utilized for support on a timely basis.
7. Make personnel available to vendor to facilitate prompt resolution of any student complaints or concerns.
8. University will respond directly to callers who have questions that cannot be answered by vendor's representative.

V. QUESTIONNAIRE AND PRICING

A number of questions are listed at attachment C. Please respond to those questions.

PRICING:

1. Provide prices to all of the items listed below.

| Communication Type | Price | Other Costs |
|-----------------------------------|-------|-------------|
| Inbound Phone Support | | |
| Chat Session | | |
| E-mail | | |
| Interactive Web Video FAQs | | |
| Outbound calls | | |
| Voice Blast calls | | |

2. State your cost for each service and how it is calculated.
3. Describe start up fee, if any.
4. What is cost, if any additional, for daily call logs via e-mail? Via internet transfer?, etc?
5. What is cost to provide a tracing service?
6. Please describe and list costs associated with any additional services provided that are not already listed above under "PRICING".

VI. RESPONSE SPECIFICATION REQUIREMENTS:

Proposals should be as thorough and detailed as possible so that the University may properly evaluate your capabilities to provide the required goods and/or services. Responders are required to submit the following items as a complete proposal:

- a. This complete RFP document including completed cover sheet and all information requested in the RFP and attachments.
- b. Include following data in the order listed below.
 1. Qualifications of the firm.
 2. Resumes for key individuals to be assigned to this project.
 3. Proposed approach.
 4. Proposed price.

VII. EVALUATION AND AWARD CRITERIA:**a. Evaluation:**

The University will evaluate proposals and select the firm(s) on the basis of:

| CRITERIA | POINTS |
|---|--------|
| ▪ Organizational experience, references, staffing expertise, and capabilities | 40 |
| ▪ Concept/approach to providing services | 35 |
| ▪ Proposed Fees and Charges | 25 |
| ▪ TOTAL POINTS | 100 |

b. Award: Selection shall awarded to one or more responders deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the RFP. Negotiations shall be conducted with the responders so selected. Price shall be considered, but may not be the sole determining factor. After negotiations have been conducted with each responder so selected, the University shall select the responder which, in its opinion, has made the best proposal, and shall award the contract to that responder. The University reserves the right to make multiple awards as a result of this solicitation. The University may cancel this Request for Proposals or reject proposals at any time prior to an award, and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous. Should the University determine in writing and in its sole discretion that only one responder is fully qualified, or that one responder is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that responder

VIII. TERM OF THE CONTRACT:

Contract may be awarded for three years with two one year extensions. However, the University reserves the right to change the term of the contract resulting from this RFP as deemed necessary and at its sole discretion. The University reserves the right to terminate any contract at any time upon 30 days notice. Further, the University reserves the right to negotiate with the Supplier any additional contracts that would start prior to the intended expiration date, and/or has the option to extend the intended expiration date.

IX. RIGHTS OF DELAWARE STATE UNIVERSITY**A. Amendment or Cancellation of RFP**

The University reserves the right to amend or cancel this RFP at any time if the best interest of the University requires such action.

B. Proposal Modifications

No additions or changes to any vendor's proposal will be allowed after the proposal due date unless such modification is specifically requested by the University.

- C. Exceptions to Bid Specifications
The University reserves the right to require separate listings of exceptions to bid specifications, or the exceptions will be invalid.
- D. RFP Events and Timing
The timing and sequence of events for this RFP will be determined by the University. The schedule is detailed in Section III "Timelines and Schedules". Vendor contacts will be notified of any amendment to this schedule during the RFP Process.
- E. Proposal Expenses
The University assumes no liability for payment of any expenses incurred by any vendor in responding to the RFP.
- F. Acceptance or Rejection of Proposals
The University reserves the right to accept or reject any or all proposals submitted for consideration in whole or in part; and to waive technical defects, irregularities or omissions, if in its sole judgment, the best interests of the University will be served. The University further reserves the right to accept a proposal for a contract other than that with the lowest cost, and to negotiate separately with any source whatsoever in any manner necessary to serve the best interests of the University.
- G. Ownership of Proposals
All proposals submitted in response to this RFP shall become the sole property of the University.
- H. Oral Agreements and Arrangements
Any alleged oral agreement or arrangement made by vendor with the University or any University employee will be disregarded in any proposal evaluation or associated award.
- I. Vendor Presentation of Supporting Evidence/Surety
Vendors must be prepared to provide any evidence of experience, performance, ability, and/or financial surety that the University deems necessary to fully establish the performance capabilities represented in their proposals.
- J. Vendor Demonstration of Proposed Services
Vendors may be asked to demonstrate specific proposed services or products including program components, software and hardware included in their response. Any requested demonstration will be provided at a site approved by the University and without cost to the University.
- K. Vendor Misrepresentation or Default
The University reserves the right to reject the proposal of any vendor and void any award resulting from this RFP to a vendor who materially misrepresents any product or defaults on any University contract.

L. Erroneous Awards

The University reserves the right to correct inaccurate awards resulting from its clerical errors.

M. Public Records

Due regard will be given for the protection of proprietary information contained in all proposals received; however, vendors should be aware that all materials associated with this procurement are subject to all rules, regulations and interpretations resulting from, and any other applicable rules, regulations or judicial decisions regarding access to the records of government.

It will not be sufficient for vendors to merely state generally that the proposal is proprietary in nature and not therefore subject to release to third parties. Those particular pages or sections which vendors believe to be proprietary and of a trade secret nature must be specifically identified as such and must be separated from other sections or pages of their proposal. **All such materials should be submitted in a separate sealed envelope and marked "CONFIDENTIAL".**

N. Offer of Gratuities

The vendor warrants, represents, and certifies that no elected or appointed official or employee of the University has or will benefit financially or materially from this procurement. Any contract and/or award arising from this RFP may be terminated by the University if it is determined that gratuities of any kind were either offered to, or received by any of the aforementioned officials or employees from the vendor, the vendor's agent or the vendor's employees.

O. Inspection of Work Performed

During and after the commencement of this project, the University, and its authorized representatives, shall be allowed access to inspect all materials, documents, work papers, equipment or products, deliverables, or any such other items which pertain to the scope of work for this RFP and contract. This requirement also applies to any subcontractors who may be engaged by the vendor.

P. Collusion

By responding, the vendors implicitly state that the proposal is not made in conjunction with any competing vendor submitting a separate response to this RFP and that it is in all respects fair and without collusion or fraud. Please complete form in Attachment A and attach it with your response.

Q. Indemnification

1. General Indemnification. By submitting a proposal, the proposing vendor agrees that in the event it is awarded a contract, it will indemnify and otherwise hold harmless the University, its agents and employees from any and all liability, suits, actions, or claims, together with all costs, expenses for attorney's fees, arising out of the vendor's agents and employees' performance work or services in connection with the contract, regardless of whether such suits, actions, claims or liabilities are

based upon acts or failures to act attributable, solely or in part, to the University, its employees or agents.

2. **Propriety Rights Indemnification.** Vendor shall warrant that all elements of its solution, including all equipment, software, documentation, services and deliverables, do not and will not infringe upon or violate any patent, copyright, trade secret or other proprietary rights of any third party. In the event of any claim, suit or action by any third party against the University, the University shall promptly notify the vendor in writing and the vendor shall defend such claim, suit or action at vendor's expense, and the vendor shall indemnify the University against any loss, cost damage, expense or liability arising out of such claim, suit or action (including, without limitation, litigation costs, lost employee time, and counsel fees) whether or not such claim, suit or action is successful.

3. If any equipment, software, services (including methods), products or other intellectual property used or furnished by the vendor (collectively "Products") is or in vendor's reasonable judgment is likely to be, held to constitute an infringing product, vendor shall at its expense and option either:
 - a. Procure the right for the University to continue using the Product(s);
 - b. Replace the Product with a non-infringing equivalent that satisfies all the requirements of the contract; or
 - c. Modify the Product(s) to make it or them non-infringing, provided that the modification does not materially alter the functionality or efficiency of the Product or cause the Product(s) or any part of the work to fail to conform to the requirements of the Contract, or only alters the Product(s) to a degree that the University agrees to and accepts in writing.

R. Applicable Law

1. The laws of the State of Delaware shall apply, except where Federal Law has precedence. The successful vendor consents to jurisdiction and venue in the State of Delaware.
2. In submitting a proposal, Vendors certify that they comply with all federal, state and local laws in its activities and obligations including:
 - a. The laws of the State of Delaware;
 - b. The applicable portion of the Federal Civil Rights Act of 1964;
 - c. The Equal Employment Opportunity Act and the regulations issued thereunder by the federal government.
 - d. A condition that the proposal submitted was independently arrived at, without collusion, under penalty of perjury; and
 - e. That programs, services, and activities provided to the general public under resulting contract comply with the Americans with Disabilities Act of 1990, title IX of Education Amendments of 1972 and the regulations issued there under by the Federal Government to the extent they may apply.

4. If any vendor fails to comply with any of the applicable laws, the University reserves the right to disregard the proposal, terminate the contract, or consider the vendor in default.
5. The selected vendor shall keep itself fully informed of and shall observe and comply with all applicable existing Federal and State laws, and County and local ordinances, regulations and codes, and those laws, ordinances, regulations, and codes adopted during its performance of the work.

X. CONTRACT PROVISIONS

The contract to be entered into between the University and the successful Respondent shall contain negotiated provisions based on the specific requirements set forth in this RFP and the successful Respondent's treatment thereof as contained in this proposal, as well as general University contract provisions.

The final award of this contract will be subject to the contractor's execution of such a contract and the contract's approval by the Board of Trustees or its designees. Proposals should include an acknowledgment that the standard provisions included in University contracts are comprehended by the Respondent.

The contract will include:

- A. Time for commencing each of the services accepted;
- B. A provision for financial penalties for failure to adhere to the time commitments without reasonable justification;
- C. A provision stating there will be no assignment of subletting of the work to be performed without the written consent of the Associate Vice President for Finance;
- D. A provision specifying that if for any reason a professional assigned to work on a specific contractor service proves to be incompatible with the staff of Delaware State University, the University reserves the right to require the assignment of another person of equal qualifications to be assigned;
- E. A provision specifying that the contract may be extended as mutually agreed upon by the University and the Contractor for a specified period(s) based on current performance and the continuing good integrity of the contractor being maintained;
- F. All standard contract provisions generally required of contracts with the University.

Termination

The contract to be entered into between Delaware State University and the successful Respondent shall contain the following provisions dealing with termination. If the Contractor fails to fulfill any of the terms of the agreement on time, the University shall have the right to terminate the said agreement indefinitely and award a new contract to another vendor, and the

Contractor shall be responsible for damages and for additional costs incurred in rebidding the contract.

Disclaimer

Delaware State University is not liable for any costs incurred by Respondents in the preparation of proposals or for any work performed prior to the approval of an executed contract.

Notification of Selection

After the proposal has been selected, all Respondents will be notified accordingly.

Upon selection, the University and the successful Respondent will negotiate a contract. The selected proposal in whole or in part as well as content from this RFP may be incorporated into and made part of the final contract. Should negotiations fail to result in agreement within 14 days of notification of acceptance of a proposal, the University reserves the right to take other action consistent with the best interest of the University.

By issuing this RFP, the University is not obligated to award a contract.

Accounting System

The Contractor shall maintain an accounting system for purposes of audit and examination of any books, documents, papers and records maintained in support of the contract.

Other Rights

The University reserves the right to accept or reject any or all proposals received in response to this RFP or to take other action consistent with the best interest of the University. The University reserves the right to negotiate separately with any source to serve the best interest of the University.

EXCEPTIONS TO THIS RFP SHALL BE BY WRITTEN NOTIFICATION ON THE AWARD PURCHASE ORDER (PO) IN ORDER TO BE BINDING. ALL SUBMITTED BIDS BECOME THE PROPERTY OF DELAWARE STATE UNIVERSITY. AFTER THE AWARDING OF THE CONTRACT TO THE SUCCESSFUL BIDDER, ALL BIDS ARE OPENED FOR PUBLIC VIEWING.

XI. METHOD OF PAYMENT:

All invoices shall show the Purchase Order and Contract Number. Payment shall be made 30 days after the receipt of a proper invoice by the Owner for the amount of payment due, or 30 days after receipt of services, whichever is later. All invoices shall be submitted to the address listed on the contract.

XII. PROPOSED COMPENSATION: To be negotiated.

XIII. ATTACHMENTS:

Attachment **A**– Commitment and Non-Collusion Statement

Attachment **B**– Call Volume Statistics

Attachment **C** – Questionnaire

Attachment A**Commitment and Non-Collusion Statement**

This is to certify that the undersigned vendor has neither directly nor indirectly, entered into any agreement, participated in any collusion or otherwise taken any action in restraint of free competitive bidding in connection with this proposal submitted this date to the Delaware State University.

This is to further certify that the signed delivery of this bid represents the vendor's acceptance of the terms and conditions of this invitation to bid including all specifications and special provisions. This statement is signed by an official of the contractor who is authorized to enter the contractor into a legal agreement with Delaware State University.

 NAME OF CONTRACTOR

 ADDRESS OF CONTRACTOR

 AUTHORIZED OFFICIAL

 TITLE OF OFFICIAL

 PHONE NUMBER

 FAX

 SIGNATURE OF OFFICIAL

 DATE

 FEDERAL EMPLOYER IDENTIFICATION NUMBER

 DELAWARE BUSINESS LICENSE NUMBER

FOLLOWING MUST BE SIGNED AND NOTARIZED FOR YOUR BID TO BE CONSIDRED

SWORN AND SUBSCRIBED before me this _____ day of _____ 20__.

City of _____

County of _____

State of _____

My Commission Expires: _____

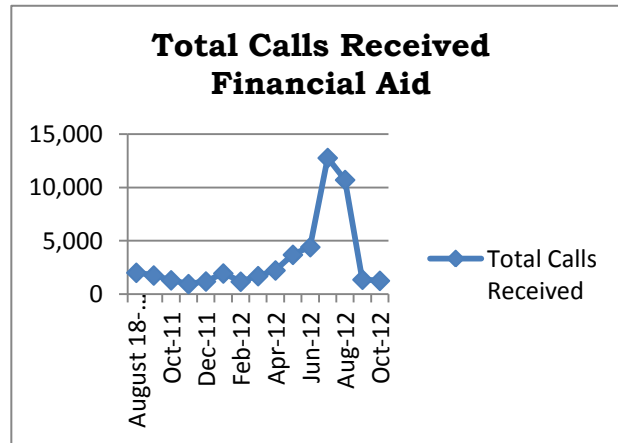
 Notary Public

This Statement must be completed and signed before contract is awarded.

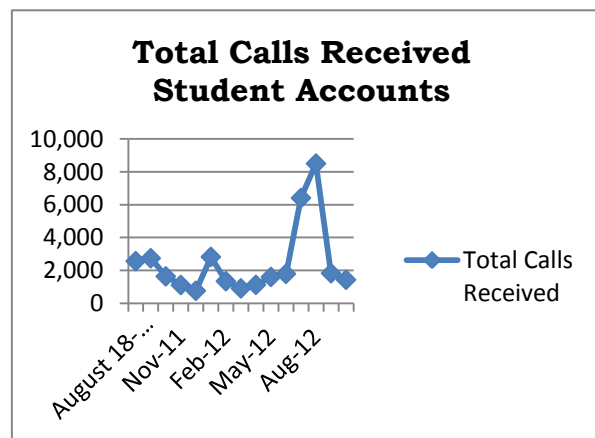
Attachment B

Delaware State University
Number of Calls Received for
Financial Aid and Student
Accounts
During and After Office Hours

| <u>Financial Aid</u> | <u>Total Calls Received</u> |
|----------------------|-----------------------------|
| August 18-31, 2011 | 2,025 |
| Sep-11 | 1,768 |
| Oct-11 | 1,316 |
| Nov-11 | 962 |
| Dec-11 | 1,207 |
| Jan-12 | 1,957 |
| Feb-12 | 1,187 |
| Mar-12 | 1,709 |
| Apr-12 | 2,241 |
| May-12 | 3,707 |
| Jun-12 | 4,429 |
| Jul-12 | 12,791 |
| Aug-12 | 10,728 |
| Sep-12 | 1,375 |
| Oct-12 | 1,270 |
| Total | 48,672 |



| <u>Student Accounts</u> | <u>Total Calls Received</u> |
|-------------------------|-----------------------------|
| August 18-31, 2011 | 2,569 |
| Sep-11 | 2,747 |
| Oct-11 | 1,645 |
| Nov-11 | 1,119 |
| Dec-11 | 766 |
| Jan-12 | 2,830 |
| Feb-12 | 1,350 |
| Mar-12 | 912 |
| Apr-12 | 1,129 |
| May-12 | 1,610 |
| Jun-12 | 1,799 |
| Jul-12 | 6,413 |
| Aug-12 | 8,506 |
| Sep-12 | 1,832 |
| Oct-12 | 1,439 |
| Total | 36,666 |

**Note:**

During May through August 2012 increase in call volume is due to implementation of new software and delay in Federal resources for Financial Aid.

Attachment C

QUESTIONNAIRE

Vendor should provide answers to the following questions:

1. List types of services provided (i.e., daytime, after hours, etc.)
2. Do the operators type in phone numbers to dial out or does the software do that?
3. What is the average hold time for calls to be answered?
4. Can the operators patch callers through to the University if needed?
5. Does the service confirm with the callers that they received a call back?
6. Does the service have the ability to make note of student names that the University do not accept calls from (i.e. students that have been terminated by the University, etc.)?
7. Does the service offer monitoring and responding to incoming email?
8. Is every call recorded?
9. Do you have email service?
10. Do you have text messaging or any other electronic service that is not stated above?
11. Can the service provide daily call logs via e-mail? Via internet transfer?
12. Does the service have the capability to document the time of the call, complaint, time University was called, time of returned call?
13. Can the user specify how and when the messages are to be delivered?
14. Do you provide a call tracing service?
15. Do you have a message verification system? _____ If yes, please describe.
16. Is the service capable of sending out automatic periodic reminders?
17. Are calls answered by a live operator or recording?
18. What is the average volume of calls the service handles on day time, evenings, weekends and holidays? How do you staff for this volume?
19. What is the ratio of calls to operators that you staff for?
20. What type of software do you use for the calls and what is significant about it? (i.e. designed specifically for University business offices, has reverse save, indicates which operator handled the call, records call, etc.)
21. Please state how messages will be delivered (i.e., telephone, text, e-mail, etc.).
22. Please state when messages will be delivered (i.e., immediately, hourly, etc.).
23. How long has your facility been in business?
24. What is the average length of service of your employees?
25. What language/languages besides English do your operators speak?

26. What type of backup system do you have in place for power failures?
27. What do you have in place to continue operation should a line be cut?
28. What would keep the service from operating 24 hours, 7 days a week?
29. Do you have a disaster plan (hurricane, tornado, building damage, etc.)? _____ If yes, what is it?
30. How often does the service send out your 'master account list' to the accounts for information updates?